



COMCARE OF SEDGWICK COUNTY ANNUAL REPORT

2002

## EXECUTIVE DIRECTOR'S REPORT

Our annual report for 2002 focuses on *work*...all aspects of *work*. You will find sections about *what works* or best practice models that we are following. One such model is the Dartmouth College model that we are using at our Community Support Services program. This model has demonstrated success in placing consumers more rapidly in jobs that they enjoy. John Ruskin once said, "The greatest reward is not what we receive for our labor, but what we become by it." We have enjoyed watching consumers find work for the first time in years for many of them.

You will also see a section on *working together* or collaborative efforts COMCARE is undertaking, such as, the Community Suicide Prevention Task Force, Campus Connections program, and the implementation of the local service plan with United Methodist Youthville, to meet the mental health needs of children in foster care.

In 2002, we also focused on *working smarter* by looking at our business practices and in July, implementing new clinical and billing software. Our medical record is now automated for the first time.

We looked at ways to *work* with diverse populations and cultures. You will see evidence of this in the section on the Latino Outreach program where activities have begun.

And sadly, we experienced a time in Wichita history where *work ended* for over 11,000 individuals living in our community and COMCARE was there with The United Way of The Plains and others to help.

We are proud of our efforts in 2002. We *worked hard*, got consumers *working*, and helped many who struggled to *find work*. In 2003, we will continue to work with the whole person framework in mind. We will be looking at work, health, diet and emotional well-being.

*Our work goes on.*

*Marilyn Cook*

Marilyn Cook  
Executive Director



Working With The Whole Person  
Addiction Treatment Services (ATS)  
Community Support Services (CSS)

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## Working Together

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Working Smarter  
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## Work And What Works

Community Support Services (CSS)



Working With Diverse Cultures  
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## When Work Ends

Crisis Intervention Services (CIS)  
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Homeless Program, Center City (CC)



Sedgwick County...  
*working for you*





*Addiction Treatment Services (ATS)*  
316-660-7550 - 940 N Waco - Wichita, KS 67203

*Community Support Services (CSS)*  
316-660-7700 - 1929 W 21st St - Wichita, KS 67203

Recovery is more than just abstinence from alcohol and drugs. Recovery involves making changes in all dimensions of an individual's life. This includes physical, mental, emotional and spiritual aspects.

During 2002, *Addiction Treatment Services* helped 1,010 individuals seek recovery. The therapeutic process at *Addiction Treatment Services (ATS)* focuses on the whole person and not just on abstinence. A culture of wellness is promoted within both group and individual therapy sessions. Many of our clientele are not used to taking care of themselves, such as, eating a healthy, well-balanced diet. Our counselors provide information regarding nutrition and other health related topics. Some examples are, HIV/AIDS, hepatitis, TB, etc. Exercise, stress reduction and other medical aspects associated with addiction are also discussed. Clients learn about relaxation techniques, for instance, visual imagery, and progressive relaxation.

Other dimensions of recovery are explored within the therapeutic process. Special emphasis is placed on the emotional needs of clients, especially those who have co-occurring disorders. Clients are also encouraged to explore their spiritual selves by reading, meditating, and group discussion.

Simply taking away the drug or alcohol use is not enough and leaves a significant hole that needs to be filled. By viewing recovery as a holistic process, these holes get filled with healthier, fuller, and more balanced strategies for living.

During 2002, *Community Support Services (CSS)* held a retreat with community partners who identified total health and wellness as the area for enhanced efforts. Results included: ongoing exploration of the link between serious mental illness and chronic medical conditions leading to premature death, distribution of "vial of life" emergency and medical information kits, a new dietician-led nutrition group at CSS, a new spirituality group in conjunction with the local consumer-run project, recurring classes of the Moller-Murphy Recovery curriculum, and participation in the Clear Choice smoking cessation research project for people with schizophrenia.





**COMCARE's Medical Services (MS)**, in association with the Psychiatric Research Institute, is one of several sites across the nation participating in a research study sponsored by the National Institute of Mental Health. This study is focused on major depressive disorder, a medical illness affecting nearly 11 million people in the United States today. The primary purpose of the study is to determine which treatments (i.e., cognitive therapy, changing or supplementing the antidepressant) work best if the first treatment with an antidepressant medication does not produce an acceptable response. Sequenced Treatment Alternatives to Relieve Depression (STAR\*D) is looking for the treatment that provides the best patient satisfaction and clinical results with the fewest side-effects. There are no placebo treatments or experimental treatments used.

Clinical Antipsychotic Trials in Intervention Effectiveness (CATIE) is a research study of the long-term effect and usefulness of antipsychotic drugs for persons with schizophrenia. It is sponsored by the National Institute of Mental Health (NIMH) and is an independent comparison of the atypical antipsychotics with each other and with a conventional antipsychotic.

One of the programs offered through the **Family & Children Community Services (FCCS)** that clearly denotes an effort toward working together is the Campus Connections Program. This endeavor was created by an agreement forged between COMCARE and USD 259 to look at the provision of mental health services in the school setting. It was also determined that affiliates and business partners of COMCARE would be asked to join this effort, thus, the Mental Health Association of South Central Kansas (MHASCK), Family Consultation Service (FCS), and Communities in Schools (CIS) joined to create a school-based mental health services program in ten schools in USD 259. FCS provides ten therapists for the project, MHASCK provides attendant care and parent support services, CIS provides an educational and evaluative component for the project, and FCS/COMCARE provide twenty Case Managers, three Lead Case Managers, and one Coordinator for the project. This program served 215 children in 2002.

Campus Connections operates in five Elementary Schools, three Middle Schools and two Sr. High Schools. It has been a learning process to bring mental health and education together in the same location, and many communities have departed from the development of such programming. To date, the efforts of the Campus Connections program have been very successful in meeting the mental health needs of children and families. In fact, other schools in the district have requested that the program be created on their campuses. This program brings together several different organizations and representatives that truly make the Campus Connections program a community effort.

The Foster Care Privatized Contractor/Mental Health partnership between United Methodist Youthville, Inc. and **Family & Children Community Services (FCCS)** continues to progress and demonstrate the impact that a relationship between Child Welfare and Mental Health can have on the welfare of children and their families in need of services. This partnership, developed in 2001, had a challenging beginning. Through constant efforts to build the relationship, a truly efficient service delivery system has been created. In fact, the relationship between COMCARE and Youthville is considered to be one of the strongest in the state reflecting a concerted effort to work together.

To date, a total of 105 children and youth in foster care have been determined SED (Seriously Emotionally Disturbed) and are currently receiving services from FCCS. It should also be noted that the state compliance rate for foster care referrals receiving Community-Based Services (CBS) is 90% and COMCARE currently has an access rate of 96%.

#### **Medical Services (MS)**

316-660-7675 - 1919 N Amidon - Wichita, KS 67203

#### **Family & Children Community Services (FCCS)**

316-660-9600 - 7701 E Kellogg, Suite 300 - Wichita, KS 67207





#### *Administration/Operations*

316-660-7600 - 635 N Main - Wichita, KS 67203

#### *Centralized Intake (CI)*

316-660-7540 - 934 N Water - Wichita, KS 67203


Technology plays an ever-increasing role in the delivery of mental health services as in every other segment of society. With that in mind, **COMCARE of Sedgwick County** is committed to an ongoing process of evaluating, acquiring and implementing tools that allow staff to work smarter.

Beginning in January 2002 and throughout the year, telephone systems that failed to meet the needs of service providers were replaced with new network-based telephone systems. This new phone system offered enhanced features, such as, voice mail and direct dial capabilities. The new telephone system also provides reporting capability that will assist in staffing patterns and scheduling decisions. These new phones will continue to be installed throughout COMCARE in 2003.

On July 1, 2002, COMCARE successfully implemented a new computer application. The system replaces a patient billing application used since 1991. The new Health Insurance Portability and Accountability Act (HIPAA) compliance application includes patient billing, on-line patient information, on-line encounter documentation, call center management, contact management, appointment scheduling and electronic claims submission to Medicare/Medicaid. The result is a comprehensive electronic medical record which provides enhanced reporting and management information capability.

**Centralized Intake (CI)** focuses primarily on matching callers with appropriate resources within COMCARE whenever possible. Year 2002 marked a significant change and a new beginning for working with initial callers. PsychConsult is the new computer program being utilized as of July 2002. This new system allows for easy access to available appointment times and scheduling. It also allows Centralized Intake staff to record the caller's information in the system, which is forwarded to the intake worker that will conduct the first appointment. This makes it possible for the caller to not have to repeat pertinent information and allows for a more "seamless" and efficient delivery of services. Centralized Intake looks forward to the coming year to continue practicing "working smarter". Centralized Intake took an average of 1,400 calls per month from persons wanting to access COMCARE's mental health and substance abuse programs in 2002.





As a Dartmouth research site for implementing evidence-based practices in competitive employment for adults with serious mental illness, *Community Support Services (CSS)* began developing strategies for improving the outcomes for people trying to return to the world of work. Principles of this model include placing an employment specialist on each case management team, rapid job search that connects consumers with employers within 30 days, individualized job matching that uses a wide variety of job options and collaborative follow-up supports with case management. Referrals to Supported Employment increased by one third in the first six months of implementation. 27% of consumers in Supported Employment at Community Support Services were working in December 2002.

*Community Support Services (CSS)*  
316-660-7700 • 1929 W 21st St • Wichita, KS 67203





*Community Support Services (CSS)*  
316-660-7700 - 1929 W 21st St - Wichita, KS 67203

*Outpatient Services (OPS)*  
316-660-7675 - 1919 N Amidon - Wichita, KS 67203

*Homeless Program, Center City (CC)*  
316-660-7800 - 154 N Topeka - Wichita, KS 67202

*Community Support Services (CSS)* initiated the Latino Outreach project, hiring a Hispanic bilingual case manager to connect with agencies, churches and schools in the Latino community in Sedgwick County. Spanish brochures, posters, and mental health information sheets have been developed and all routine COMCARE forms were translated into Spanish for this project.

*Outpatient Services (OPS)* is committed to responding to community needs through education and therapeutic services. Our goal is to help others recover from emotional illness through the identification of each individual's strengths and resilience.

In 2002, a strong emphasis was placed on reaching more diverse segments of the community that might currently be underserved. Clinicians with special interests and expertise worked with the elderly, deaf and hard of hearing, Hispanic, developmentally disabled, and inmates/probationers with co-occurring disorders (mental health and substance abuse) that were returning to the community.

Examples of these additional services include: conducting depression screens at Senior Centers, hiring a bilingual therapist to address the needs of our Spanish speaking clients, and assisting 102 inmates/probationers obtain the mental health/substance abuse services they needed.

This response to identified gaps in community services is reflective of Outpatient Service's ability to respond by providing an environment and attitude of hope, caring and a belief in the resilience of our community.

People living on the streets or in the emergency shelter system comprise a disenfranchised sub-culture within Wichita/Sedgwick County. It represents a constant struggle to maintain one's sense of dignity and self-respect in a society that tends to estimate a person's worth on his/her income and ability to collect material possessions. For many, homelessness has meant the loss of a significant part of their identity and history as personal keepsakes and relationships are left behind or damaged when they lose their housing. *COMCARE's Homeless Program (CC)* provides comprehensive mental health services to help people who are homeless and have a serious mental illness, manage the symptoms of their mental illness and strengthen coping skills to help rebuild and/or develop support networks, while also assisting the person to obtain resources that better manage their essential daily living needs.





## WHEN WORK ENDS

During 2002, thousands within our community lost their jobs due to layoffs and business closures. COMCARE of Sedgwick County once again reached out to persons and offered assistance to those in need. Along with The United Way of the Plains and others, COMCARE assisted at the Laid Off Workers Fair by listening, educating and directing those individuals seeking mental health and substance abuse services in Sedgwick County.

**Crisis Intervention Services (CIS)** - 316-660-7500 (24/7)  
316-660-7525 - 934 N Water - Wichita, KS 67203

**Crisis Intervention Services (CIS)** staff answering the crisis phone lines reported an increase in the number of calls from people who have been laid off. Some of these calls resulted in referrals to community resources that provide food, financial assistance, or other basic needs. However, there are also calls where the person was experiencing more of a sense of desperation as the result of the lay off and some of these calls included suicidal ideation on the part of the caller. These individuals were able to receive emergency mental health care through Crisis Intervention Services to ensure their safety and to provide an appropriate level of care in a timely manner to help them manage this major stressor in their life.

**Addiction Treatment Services (ATS)**  
316-660-7550 - 940 N Waco - Wichita, KS 67203

**Addiction Treatment Services (ATS)** Intake staff reported about 45% of the clients requesting treatment have high stress due to unemployment or being laid off. Many callers report increased drug and alcohol use, family problems, etc., as a result of the stress, has brought them into treatment.

**Homeless Program, Center City (CC)**  
316-660-7800 - 154 N Topeka - Wichita, KS 67202

Poverty is the number one cause of homelessness, according to the Substance Abuse and Mental Health Services Administration of Health and Human Services. In 2002, increases in unemployment and underemployment contributed to the prevalence of people living in poverty in Sedgwick County. Emergency shelter providers reported the number of "working poor" entering the shelter system increased significantly in 2002. Research shows that people who are homeless now tend to have less income and fewer resources than did people who were homeless in the 1980's. Ending the cycle of chronic homelessness requires more than just helping a person obtain housing. For the people served by COMCARE's Homeless Program, maintaining a stable, independent lifestyle in the community typically requires an increase in income, increased access to mental health and primary health care resources, and other support services. Research conducted by Wichita State University found that within 12 months of enrolling in the intensive case management services offered through COMCARE's Homeless Program, almost 80% of homeless individuals who had a severe and persistent mental illness were successful in both obtaining and maintaining housing in the community.

### 2002 Annual Expenditures

Personnel	Contract/Operating	Total
\$13,039,422	\$16,840,562	\$29,879,984

### 2002 Sedgwick County Commissioners

Betsy Gwin - 1st District, Tim Norton - 2nd District,  
Tom Winters - 3rd District, Carolyn McGinn - 4th District,  
Ben Sciortino - 5th District

### 2002 COMCARE Advisory Board

Douglas Winkley, *Chair*  
Jackie Klein, *Vice Chair*  
JoAnne Dickson, *Secretary*  
Bill Rush, Jr., *Treasurer*  
Carl Galler  
Cathi Greer  
Harriet Griffith  
Neil Guthrie  
Phyllis Jacobs  
Alfred James, III  
Edward Keeley  
Brenda Landwehr  
Treva Lichti  
Sherri Luthe  
Billie Lively  
Carlos Mayans  
Lucy Shifton

### 2002 Administrative Management Team

Marilyn Cook, *Executive Director, COMCARE*  
Rex Lear, MD, *Medical Director (August 2002)*  
Tom Pletcher, *Director, Clinical Services*  
Judy Addison, *Director, Outpatient Services  
and Addiction Treatment Services*  
Jon Burghart, *Director,  
Crisis Intervention Services*  
Wayne Burns, *Director,  
Family and Children Community Services*  
Tim Kaufman, *Director,  
Administrative Services*  
Karen McNally, *Director, Community Support  
Services and Homeless Program*  
Joan Tammany, *Director, Quality and  
Risk Management*  
Jorge Beber, MD, *Previous Medical Director*



Sedgwick County...  
working for you





*"The greatest reward is  
not what we receive for our labor,  
but what we become by it."*

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John Ruskin